

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/815,534)	Confirmation No.:	3473
)		
Applicant:	KIEFHABER et al.)	TC/A.U.	2609
)		
Filed:	March 31, 2004)	Examiner:	NGUYEN, K.
)		
Docket No.:	4366-140)		
)		
For:	CONTACT CENTER AND)		
	METHOD FOR TRACKING AND)		
	ACTING ON ONE AND DONE)		
	CUSTOMER CONTACTS)		
	(As Amended))		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to further address the final Office Action having a mailing date of October 17, 2008. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.